

Public Safety Communications Products, Services, and Solutions

Narrative for Partner Utilization

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3. Does your company utilize partners for providing products and services? If so, describe:

- *the process to qualify partners and sales personnel to represent the product, including any certifications*
- *how partners are contractually bound to the Master Agreement terms and conditions*
- *how partner sales will be accurately tracked and reported, and remedy plan if the partner or sales personnel are not in compliance*

Partner Qualification Process

As noted previously, no resellers are proposed by Codan to fulfill the requirements of this contract - all support, sales, technical services, and warranty operations under this contract will be delivered directly by Codan and our own personnel.

That said, Codan does have authorized resellers that we assign on some contracts, further, we do have relationships with manufacturers of products that integrate well with our solutions, and they are considered partners too. In all cases, Codan extensively evaluates and qualifies those companies that represent our products and those that form part of our solution offerings. Methods we use to qualify potential business partners include, but are not limited to:

- Review of potential reseller experience and industry reputation with its customers.
- Review of key personnel qualifications and experience.
- Ability to maintain a trained sales and technical workforce to meet Codan product and solution knowledge standards (Training and Certifications).
- Review of potential reseller financial strength.
- Experience in public safety market.
- Each organization must share the same commitment to ethical business practices in delivering solutions that best meet customer needs and represent solutions that are in the best interest of the customer.

Codan uses a similar process to qualify potential manufacturing partners who provide products that integrate with our solutions. Qualification of these potential partners also includes a thorough review of their products, specifications, quality control / quality of products, ease of integration and the potential partners ability to work seamlessly with our implementation teams to solve any potential integration issues or to customize solutions to meet our customers' requirements. This ensures our ability to provide solutions that fit our customers operational practices rather than force customers to change operational practices in order to use our solutions – our LMR systems adapt to our customers, not the other way around.

Partner Contractual Agreement Conditions

While it is not the case for this contract, when Codan does assign resellers to support specific solutions, we ensure that the agreement and terms between Codan and our reseller includes all relevant Flow-Down Contract Clauses for the contract to which the reseller is designated in writing and assigned to support. We subsequently monitor adherence and conformance with the flow-

down clauses as part of our ongoing surveillance, monitoring and assessment of reseller performance. This is discussed further below.

Partner Performance

For this contract, Codan will provide all products and services directly. When we do use resellers to fulfill contract obligations, we track reseller progress and activity in accordance with contract requirements and we establish reporting systems that ensure we collect the data required for all reporting responsibilities established by the contract. These reports are audited by our teams for accurate sales, financial and operational reporting requirements. Our agreements with resellers specify remedies and required actions to remediate non-compliance promptly and effectively as terms of our agreements for continued designation as an authorized reseller.